

Abstract

Embodiments of the present invention provide for methods, devices and systems for setting up an agent shortcut operation to be activated at an electronic device in a network. The agent shortcut operation can be setup at an electronic device connected to a network by receiving a selection of an agent shortcut operation from a user on an agent setup device, and sending the selected agent shortcut operation through the network to the electronic device to be available for subsequent activation. The agent shortcut operation can be activated by sending an agent shortcut operation to the electronic device, receiving an activation signal from an agent activation device for the agent shortcut operation, and in response to the received activation signal, sending a signal to the electronic device to activate the agent shortcut operation.